

## A new way of keeping time—APlus to replace PALS

Beginning July 1, the Absence, Payroll and Labor Utilization System (more commonly referred to as APlus) will be implemented for time collection and absence reporting at Y-12. The new system uses the time-management functionality of the SAP program.

Glenn Kizer, director of Financial Management, points out that "SAP consolidates work-management functionality (scheduling, planning and execution), which is of interest to Y-12. However, to take advantage of these features, implementation of SAP time collection is necessary."

### PALS adjustments

From July 1 to August 4, PALS, the current time-keeping system, will be available for adjusting time data that was entered for dates earlier than July 1. Time data for dates between January 1 and June 30 must be corrected before August 4. Every effort should be made to complete these adjustments by June 30. No adjustments will be allowed for prior calendar years.

### Retirement of PALS/ABSINQ

After August 4, use of PALS and ABSINQ (absence inquiry system) will be discontinued. At this point, all time adjustments will be made in APlus and may only be made for time data recorded for dates after July 1.

### Training on APlus

Training sessions will be held during the month of June. Training schedules and other training materials now are available.

### Key dates

The following dates should be of interest to general users:

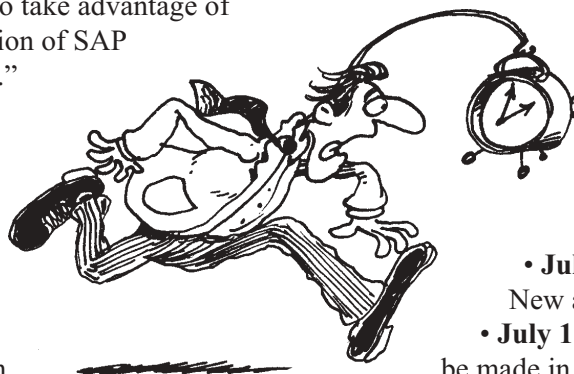
- **June 28**—Last day for entry of time data using PALS. All PALS time data must be approved by June 28. To meet banking deadlines, it will be necessary to run the last PALS closeout on this date. More specific information concerning this deadline will be distributed in early June.

- **July 1**—First day for time entry using APlus. New absence reporting available on the Web.

- **July 1 through August 4**—Time adjustments may be made in PALS for dates between January 1 and June 30.

- **August 5**—All adjustments will be made using SAP Time Management APlus for data recorded since July 1.

Contact Linda Smith-Bledsoe (574-2053), Valerie Homan (574-5010) or Kim Smithson (574-8437) with any questions.



## Portion of Bear Creek to reopen

For almost nine months, a section of Bear Creek Road has been available to only security and emergency vehicles, but that soon will change. After receiving the go-ahead from the National Nuclear Security Administration's Y-12 Site Office Manager Bill Brumley and BWXT Y-12 President and General Manager John Mitchell, a project team is designing a modification plan for the restricted section of road. The plan will allow limited use of the road by cleared employees affected by the closure so they can resume their pre-September 11 parking practices. The team anticipates the resumption of traffic to occur in early July.

While final details of the plan are not yet available, full access to Bear Creek Road definitely will not be included in the design. It also is not yet clear to what extent the plan will alleviate some of the parking problems at Y-12, but team members estimate that the limited reopening will affect some 400 to 800 vehicles that now must park in the site's eastern-most parking lots.

Additional information will be provided as it becomes available through *BWX TYMES* and the electronic news system, *Inside Line*.

June 2002

Bring  
Your  
Future  
to Work

**June 20  
7 a.m. to 3:30 p.m.  
All children  
ages 11 to 15  
are invited.**

The day includes:

- continental breakfast,
- learning the "Oak Ridge Story,"
- bus and walking tour of Y-12 National Security Complex,
- lunch with parents,
- career presentations, and
- American Museum of Science and Energy tour.

To register, contact Latoya Shephard at 576-5535

# 'Tremendous teamwork' in EUO yields production improvements

Thanks to a refined maintenance process and a textbook team effort, Y-12's Enriched Uranium Operations has had a significant jump in capacity over the last several months.

EUO takes highly enriched uranium from Y-12's on-site backlog and from other DOE facilities and prepares it for shipment in rough metal form. The furnaces melt down the HEU, and the resulting metal is broken, canned, packed and shipped to the customer. This material supplies fuel for medical isotope reactors, research reactors and nuclear-powered aircraft carriers and submarines.

The dramatic rise in EUO's capability is due, in part, to the tireless efforts of Kathy Martin of the Planning and Integration organization, who led the effort to evaluate the overall process in sufficient detail to identify bottlenecks. Among the bottlenecks was a need to make improvements in furnace operations.

Jimmy Stone, EUO manager, said, "This is a great effort that will benefit many people around the world. It is being accomplished by tremendous teamwork, dedication and long hours of work."

Jim Radle, E-Wing operations manager, said, "There had been multiple operational issues—due to the age of the equipment—that had prevented the furnaces from operating at full capacity, but that situation has improved.

"The Maintenance organization has developed standing work packages, so we don't have to start at square one when a furnace breaks down. Also, the Maintenance Control group has been instrumental in monitoring the furnace status and organizing the maintenance work to keep the furnaces operational."

## Capacity has doubled

Standing work packages allow EUO personnel to identify key furnace

parts that regularly break down and bypass delays associated with procuring spare parts. This faster response time has doubled furnace capacity.

According to Radle, the number of furnaces currently online is twice the number that had been running until recently. The organization is trying to restart additional furnaces.

"During the last four inventory periods, packing and shipping operations have significantly increased," Radle said.

## Teamwork a key to success

Radle credits the teamwork of several organizations and individuals with accomplishing this work.

"Whenever there is a significant operational improvement such as this, you can be sure that no single group is responsible, but rather many organizations and workers are all pulling in one direction," Radle said.

"Safeguards and Security restructured security requirements that improved our production capabilities. The Warehouse and the Material Control organization altered work shifts to support campaigning materials here to E-Wing. Radiological Control rescheduled work priorities to support campaigning and changed practices to improve production efficiency.

"Maintenance developed an improved scheduling system and assigned personnel to maintain the furnaces," he said. "Operations changed its method of work to focus on completing one task at a time, and the chemical operators, maintenance personnel and material clerks worked overtime to get the job done."

## FI&S creates partnership with bargaining-unit employees

Last October, Y-12 Labor Relations approached A. C. Hollins, Jr., director of Facilities, Infrastructure and Services, concerning the possibility of a BWXT Y-12 and Atomic Trades and Labor Council partnering pilot program in his organization. The partnership concept was a way to provide a possible benefit to both management and labor by creating a forum for two-way communication and an avenue to address issues before they become "hard-to-fix" problems.

Having a successful history of union partnerships, Hollins agreed to the effort with the stipulation that it be a true partnership that benefits both parties. Hollins and Russ Cochran, FI&S deputy director, reviewed the proposed concept and suggested a path forward.

Labor Relations worked with union leaders to obtain their approval and support. Union leadership agreed to take the final draft of the program to the E-Board (a collection of union delegates who represent the union membership) for a vote of approval. The E-Board approved proceeding with the effort, a path forward was established with all parties, and a common mission and vision were outlined.

Bimonthly meetings will be held with the directors, managers and direct reports with Maintenance chief stewards. These meetings will not be used to address issues currently being addressed in the grievance process, issues subject to collective bargaining or other items that should be addressed in existing programs.

After each meeting, participants will tour shop floors and other areas around the site. In six months, the program will be evaluated for progress.

## Look out college, here I come!



Jennifer Littlejohn, left, discusses her future plans with Clarence Franklin of Product Certification. Littlejohn is the winner of a Y-12-sponsored \$500 scholarship from the Optimist Club of Mechanicsville and Lonsdale. As a club member, Franklin recently presented the scholarship to Littlejohn at a ceremony held at Lonsdale Elementary School. Littlejohn graduated from Austin-East High School in May, and she will attend Pellissippi State Technical Community College this fall.

# Success fits the American Glovebox Society and saves money at Y-12

Say “glovebox,” and most people think small. Say the same word at Y-12, and most people think big. Both adjectives fit the American Glovebox Society—a small organization with a big impact.

The society of 250 members was established in 1986. Rodney Smith of Engineering and Technology has served in various capacities since the society’s inception, most notably as the second president and as the current editor of *Enclosure*, the AGS newsletter.

The society grew from a vendor’s suggestion. “He was working with several clients from DOE sites and suggested that we get together and save some money,” Smith recalled.

With all of the sites facing similar containment challenges, the idea had obvious merit. So, in the summer of 1986, another vendor picked up this idea and sponsored a conference. The American Glovebox Society was a product of this event.

But why form a society? As Smith notes, the technology—a barrier and ventilation—is basically the same regardless of the hazard. Also, containment is always used to meet one of two goals (sometimes both): protecting the employee from a material or protecting a material from contaminants. AGS founders saw the need for a forum where those involved with gloveboxes could learn from others faced with similar challenges.

It may be consistency in technology and goals that has yielded the tremendous success of the society. In its 16 years of existence, AGS has published the nationally recognized “Guideline for Gloveboxes” and several standards of practice. The current and a past chairman of the Standards Development Committee, Dean Shipley and Beth Sliski, are both Y-12ers.

Although the earliest use of gloveboxes was in the defense industry, the

technology is applicable in other industries, such as pharmaceutical, semiconductor and biomedical. So, while the defense industry has used the technology to protect employees from hazardous materials, the semiconductor industry has recognized the value of containing processes in gloveboxes rather than maintaining clean rooms.

Cross-industry interaction decreases the investment required to implement a new application. For example, Smith is talking with the pharmaceutical industry to benchmark applications to Y-12’s planned beryllium facility.

In addition, substantial vendor participation facilitates development of new

applications. Or, more simply, having the people who will build it work with the people who will design and use it expedites the development process. The AGS annual conference allows people to interact and see the latest developments in glovebox technology. This year’s conference will be held in August and will highlight glovebox fire protection.

Without the society, Smith believes it would cost more to perform work at Y-12, and we would know significantly less about containment technology. Because of his involvement in AGS, Smith says he can get a few good minds working on a problem with just a phone call.

And money has been saved. Y-12 has saved millions in design, fabrication and operating costs since



Rodney Smith, past president of AGS and Engineering and Technology staff member, with the tools of his trade.

the inception of the society.

How can Y-12 maximize these benefits? According to Smith, there’s a very simple answer—sending more attendees to the annual conference. He feels the conference is a gold mine of information for operators and engineers. Given the society’s track record, who would argue?

## Local businesses recognized at BWXT Y-12, Bechtel Jacobs awards luncheon

**Roden Electric of Knoxville** was named AVID (Just-In-Time) supplier of the year at the Annual Socioeconomic Program awards luncheon held April 30. The luncheon honored small, minority- and woman-owned businesses; a minority educational institution and a large business for their contributions to procurement efforts on behalf of Y-12.

Greg Baker, deputy general manager of BWXT Y-12, introduced the keynote speaker, Bill Brumley, manager of the National Nuclear Security Administration Y-12 Site Office. Brumley began his address by thanking all of the businesses for their partnership with Y-12. He also emphasized the importance of the Socioeconomic Program to the Department of Energy and NNSA.

Roden Electric was honored for providing stellar performance under the AVID Program. Roden maintained a 96 percent delivery performance for all orders during FY2001 and provided 24-hour, seven-day-a-week emergency service. Roden Electric is an authorized distributor for more than 100 manufacturers and maintains a 3,000,000-item stock inventory.

The following companies also were honored:

- **Pro2Serve Professional Project Services, Inc.**—Small Business of the Year
- **MS Technology, Inc.** and **Parallax, Inc.**—Small Disadvantaged Businesses of the Year
- **Temp Systems, Inc.**—Woman-Owned Business of the Year
- **Compaq Computer Systems**—Large Business of the Year

**Florida International University** was honored as the Minority Education Institution of the year.

**Container Technologies Industries** was honored as the HUBZone Small Business of the year. CTI is a small business in Scott County, TN. Scott County is a Historically Underutilized Business Zone where the average income and employment level is below the national average. A federal law establishes goals for federal agencies and their contractors to do business with small companies located within HUBZones. BWXT Y-12 worked with CTI to get their HUBZone certification.



Remember last year when your site improvement and safety suggestions were turned in to management? Here's the status of those suggestions and an update on how they are being handled.

## ROLLING SAFETY FOCUS STATUS

Of the 460 items, 150 are related to Safety. These items have been categorized according to their risk to cause injury.

Hazard Level	Total # of Items	# of Items Closed	# of Items Open
High	6	5	1*
Medium	21	11	10*
Low	123	48	75
<b>Totals</b>	<b>150</b>	<b>64</b>	<b>86</b>

\* Hazards mitigated for items not closed

### Status of Non-Safety Related Items

Total # of Items	# of Items Closed	# of Items Open
310	235	75

## What do safety advocates do?

An advocate is someone who strives for your best interests. So, if someone at Y-12 tells you that they are your safety advocate, you're in good hands.

A committee of 22 Rolling Safety Focus advocates has been working on the long list of 460 items submitted by employees during last year's Supervisor Safety Leadership training classes and the Rolling Safety Focus initiative. Of those items, 150 of them are related to safety. These safety items were categorized into one of three risk groupings—low, medium or high hazard. All medium- and high-hazard items either have been corrected or the hazard mitigated to protect employees. So far, the group has closed more than 60 issues on the list, but there are plenty more to be closed. But this group is not going to let these issues linger—they have set a deadline of July 31 to have each item resolved or addressed. Of the remaining 310 non-safety items, 235 have been closed.

All items on the committee's list have been assigned to an advocate to handle. A closure package must be submitted by the advocate's directorate to the Rolling Safety Focus Task Force. The task force then validates closure of the items. Walk-downs of the affected areas usually are performed by task force members to confirm information, and Chuck Moseley of Quality Assurance will validate closure packages in the near future.

Those items left to be resolved must be addressed by the designated directorate in the form of a closure package or an action plan before the July 31 deadline. Accepted closure packages can be reviewed through the Y-12 internal Web page.

If you have questions regarding the Rolling Safety Focus advocate committee, contact Mark Haskew, the committee chairman, at 576-8588. If you would like to know who is your safety advocate, check the listing on page 5.

## Special advocates

Mark Haskew, chairman of the Rolling Safety Focus Task Force, highlighted the actions of six members of the task force who have become especially involved in getting the list resolved.

He applauded Laura Deike of Performance Assurance for the hours she spent creating and coordinating the database of Rolling Safety Focus items.

He also complimented union steward and Atomic Trades and Labor Council safety representative Frank Scott of Utilities, who has worked issues throughout Y-12 and at Y-12 operations performed at the East Tennessee Technology Park. He added that Scott has been assisted in these efforts by Gloria Mencer of Facilities, Infrastructure and Services.

Haskew praised the efforts of Edna McDade of Enriched Uranium Operations and W. Lloyd Duke of Manufacturing in helping to mitigate workplace hazards in the EUO and Manufacturing areas in the west end of the site.

He also recognized John Powell of Environmental Compliance for his work on complex-wide issues.



The Rolling Safety Focus Task Force includes (from left to right) Laura Deike, Bud Hockett, Kathie Hensley, Frank Scott (standing), Diana Brown, Mark Haskew (standing), Edna McDade, Sam Easterling, Lana Fletcher, John Powell, Sylvia Davis and Lloyd Duke.

# New planning tool will improve hazard analysis

A new tool is being added to the Y-12 Integrated Safety Management kit.

The AJHA, or Automated Job Hazard Analysis system, is designed to make creating job hazard analyses more efficient and consistent.

The AJHA system guides you through a series of questions designed by Environment, Safety and Health to identify the potential hazards in any task being planned. As you answer the questions about a planned task and the facility in which it will take place, the system automatically generates the corresponding hazards and required controls and identifies compliance permits needed for the job. As a job is completed, the system also helps collect and organize feedback for future use.

This system will result in "faster, more consistent JHAs and safer work packages and will significantly increase good communication between ES&H and the workers," said Joe Sherrill, who helped build the Y-12 system.

By providing "built-in" interfaces with other ES&H data, the job planner provides easy "push-button" access to information on lessons learned, confined spaces, Industrial Hygiene sampling, material safety data sheets, injuries and hazardous chemical inventories. The AJHA system also strongly supports smart and efficient decision-making about job hazards and controls.

The Y-12 AJHA system is based upon a similar system used successfully at Hanford for several years. By integrating the solid concepts and lessons learned of the Hanford model, along with Web-based technology. "The Y-12 version has been tailored to fit our facility," said Sherrill.

Training on the new Web-based system begins in June 2002, and implementation is scheduled for August.



Two items in the site's west end that have benefitted from the Rolling Safety Focus are the use of specialized shipping containers and the repair of doorways in EUO.

## Checking off the list—items fixed or being fixed



The stairs from the Administration Building to First Street have been covered with non-skid paint. Repairs, increased signage and repainted crosswalks for roads inside the complex, as well as roof repairs also are a few of the items on the Rolling Safety Focus list that are completed or scheduled to be fixed.

## Who is your safety advocate?

### **Readiness in Technical Base and Facilities**

Lana Fletcher

### **Manufacturing**

W. Lloyd Duke

### **EUO**

Edna McDade

### **Complementary Work**

Tony Cox

### **Planning & Integration**

Diana V. Brown

### **Performance Assurance**

Kathie Hensley

### **Legal**

Rebekah Bell

### **Campaigns**

Bob Bonner

### **Modernization**

Cindy Hayes

### **Business and Information Systems**

M. O. Dixon

### **Infrastructure Reduction**

Sam D. Easterling

### **Facilities, Infrastructure and Services**

Gloria Mencer

### **Utilities**

Frank Scott

### **Engineering & Technology**

Ben Smith

### **Quality Assurance**

Chuck Moseley

### **Safeguards & Security**

Dexter Beard

### **Project Management**

Larry Hill

### **Finance**

Diana V. Brown

### **Human Resources**

Sylvia L. Davis

### **Public Relations**

Pat Carson

### **Environment, Safety and Health**

John Powell

### **DSW Stockpile Programs**

Lana Fletcher



## Survey tells schools of education, training needs

A new survey designed to assess the educational and career development needs of adults working in the Oak Ridge community now is available. Employees are encouraged to take a few minutes to complete the survey. Individual survey responses are anonymous and confidential and will be combined with the responses of other survey respondents.

The project, jointly sponsored by the University of Tennessee, Roane State Community College and Pellissippi State Technical Community College, represents the first coordinated effort to assess the needs of local citizens, including Y-12 employees.

This "customer-oriented approach" to designing educational and professional development is a promising development and requires active participation by professionals in the Oak Ridge community. You can access the survey through the Web address <http://www.sdi.utk.edu/OakRidge/Survey.ASP>.



### Golfing teams up labor, management

The fourth annual Y-12 Labor-Management Golf Tournament was held in May at the Centennial Golf Course. Shown here enjoying the day are, from left to right, Charlie Whitson, Keith White and Mike Ward, who all work in Y-12's Maintenance Organization. Prizes were given to the first-, second- and third-place teams. The first-place prize was awarded to Stanley Fox Jr., Glen Hill, Mark Williams and John Fox. Second-place prizes went to Scott Bowman, Wade Ray, Chuck Heatherly and Benny Crass. Third-place honors went to Buddy Conner, Darrel Kohlhorst, Greg Baker and Tim Marks.



### Walking for healthy babies

Y-12 employees and their families each walked six miles to help raise more than \$6,600 for the March of Dimes during the annual walk held April 13. The Atomic Trades and Labor Council/BWXT Y-12 team's total was the second largest of the walk, which was held at Oak Ridge's new marina walk. The event raised \$38,000 for the Metro Knoxville Division of the not-for-profit organization, which serves Anderson and other area counties. Team captain Rick Wilson of Maintenance expressed his gratitude to all of this year's walkers and encourages all Y-12ers to participate in next year's walk. The mission of the March of Dimes is to improve the health of babies by preventing birth defects and infant mortality through research, education and advocacy.



### A safety message from ES&H Directorate Les Reed

Perhaps you have noticed that our safety performance has improved substantially during the last six to seven months. The number of people getting injured has gone down, including those injuries resulting in restricted workdays or days away from work. From November 1, 2001, through April 23, we have had six cases involving days away from work. For the previous six months, there were 26 cases involving days away from work.

Performance improvements such as this will help us achieve our ultimate goal of zero injuries. One way we can keep this trend heading in the right direction is to be extra vigilant this summer. During the last couple of years, May through August is when an increase in injuries happen at the site. Eliminating these summer injuries is key to our continued success. These injuries don't occur only on the traditional summer jobs, they happen in all the groups at Y-12.

Perhaps we are thinking about our vacations and become distracted, or maybe we over-exert ourselves during the weekend and aggravate a sore muscle at work. Whatever the reason, each of us must take the appropriate precautions to ensure that we go home every day safe and sound.

## Another successful year for Y-12's Relay for Life team

The BWXT Y-12 Relay for Life team achieved another success through their efforts as part of the 2002 American Cancer Society Relay for Life. The team turned in more than \$13,200 by the 10 a.m. deadline Saturday. That amount was good enough for first place for total fundraising in the entire Oak Ridge Relay. Y-12 now has won the trophy three of the last four Relays. The next closest team turned in \$7,800.

Ralph Lockhart, of the Facilities, Infrastructure and Services Organization, was again the number one individual fundraiser in the entire Oak Ridge event, turning in more than \$2,800! Ralph has traditionally been among the top fundraisers over the past four years and has raised more than \$10,000 personally during the time he has participated.

The BWXT Y-12 team also was first place in per capita fundraising, averaging \$1,056 per team member. Special thanks also go to all those who participated in the Relay for Life Silent Auction, either by providing items or by bidding on the auction items. The silent auction raised \$800.

The theme for team activities this year was "We Can!" and was manifested through multiple games involving cans at the team tent and a special song and dance routine featuring the song "Yes we can, can" and the "Dancing Cans Dance Troupe" as part of a relay contest. The routine took second place overall.

During the annual fund raising event, which lasts all night, teams of people gather at schools, fairgrounds or parks and take turns walking or running laps. Each team tries to keep at least one team member on the



The Y-12 Relay for Life "six pack" includes (left to right, front row) Debbie Reed, Cathy Hickey and Joyce Conner. On the back row: Cindy Hayes, Tom Paul and Vance Tisdale.

track for the duration of the relay.

During the last 17 years, Relay for Life has spread to 3,000 communities in the United States and seven foreign countries.

To become involved in Y-12's Relay for Life effort, contact Cathy Hickey, 241-9528, or Bob Hawthorne, 576-4754.

## May anniversaries

### 51 years

James E. Thompson Jr., Manufacturing

### 41 years

Leonard A. Abbatiello, Engineering and Technology

### 35 years

Danny W. Koerner, Quality Assurance; Wendell W. Jones, Manufacturing; Don P. Campbell Jr. and Danny J. McCarty, Facilities, Infrastructure and Services

### 30 years

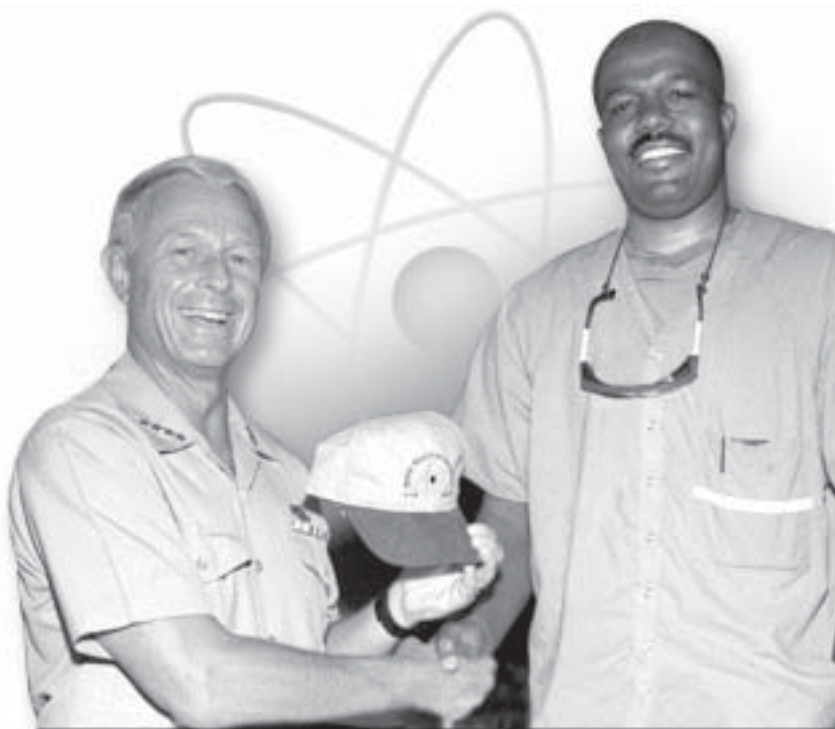
Thomas D. Harrington and Taylor R. Vincent, Manufacturing; Joyce K. Woods, Human Resources; Robert B. Bennett and Jacob Brown, Financial Management; Sidney V. McCulloch, Facilities, Infrastructure and Services

### 25 years

Susan H. Howell, RTBF Program; Jimmie H. Watts and Derek H. Bowman Jr., Quality Assurance; David A. Bodey, Project Management; Timothy R. Thaxton, Program Planning and Integration; Sherry P. Hill, Johnny R. Parks, Jay R. Brewster and Cora J. Linson, Manufacturing; Joan S. Hendrickson, Financial Management; Owen E. Duncan, Mark S. Joiner, Johnny G. Johnson, Jerome Roscoe, James H. Talbott, James C. Williams, Herbert J. Shaw, Frank E. Sayne, David E. Wilson and Billy L. Hooks, Facilities, Infrastructure and Services; Robert H. Reiner, Engineering and Technology; Joseph B. Dooley, Complementary Work; Lynn J. Beck, Linda M. Collins, Donald R. Hamilton and Charles A. Barton, Business and Information Systems

### 20 years

Sandi L. Bradley, James E. Radle and Eldred A. Pegues, Manufacturing; Patricia A. Miller, Financial Management; Jeffrey B. Jolly, Facilities, Infrastructure and Services; Carl K. Williams III, Center for International Threat Reduction



## Admiral visits, thanks Y-12 employees

Admiral Frank "Skip" Bowman, deputy administrator for naval reactors, recently visited Y-12 to meet with and say thanks to National Nuclear Security Administration and Y-12 employees for their hard work and the success of the Naval Reactors Program. Y-12 provides reactor fuel to the United States Navy. In the photo above, Clarence Threat of Enriched Uranium Operations presents Admiral Bowman with a cap bearing the Naval Reactors Program logo. Bowman also toured portions of Y-12 and met with NNSA and Y-12 senior management.



# NYC relief work reminds Y-12 engineer to savor, appreciate each day

*Editor's Note: This is the second installment of a two-part story that ran in the April 25 edition of BWX TYmes. In the previous portion of the story, Lisa Thompson of Engineering had volunteered to spend a week working in a Salvation Army canteen. The canteen was one of New York City's four relief centers that was set up to service the city after the September 11 event.*

Although Lisa's team did not work at Ground Zero, they did look down at the site from the large plywood viewing platform before it opened to the public. Having stood on the World Trade Center's observation deck in years past, Lisa was concerned about how she'd react to the devastation. As she gazed at the nearby buildings with their interspersed shattered windows, she was amazed at how localized the destruction was.

As she ventured around Manhattan during her breaks, it seemed "business as usual" in many cases. But on a trip to Battery Park to see the Statue of Liberty, she glanced back at a different skyline, one that "just wasn't right." What moved her the most, though, was a visit to St. Paul's Church, the historic landmark near Ground Zero. Outside the church stands a wall of letters, cards, hats, teddy bears, photos, and other touching mementos from people the world over. Inside, where exhausted site workers can receive hot food, snacks, pain relievers, and even a massage from an on-site massage therapist. More loving messages and tributes cover pillar and post. They are everywhere.

And, evidently, so is the city's gratitude. Empire State Building employees noticed the volunteer badges Lisa's group was wearing and let them in free. Other volunteers received discounts on Broadway tickets and the Metro, she says. And when she carried trays back to the Salvation Army staff the last night she worked, they gave her a standing ovation.

Before going to New York, Lisa had said to some friends, "Pray for me; I don't know what I'm getting into." The day after she left, she attended a service at the Fifth Avenue Presbyterian Church. In his sermon, "God's Preposterous World," the minister pointed out the unusual appearance of pre and post in the same word—before and after—and he linked it to the biblical verse that declares, "The last shall be first, and the first shall be last."

If she hadn't had the vacation time, if UT had gone to the Rose Bowl, if Alpha's roommate hadn't cancelled out at the last minute, Lisa might have stayed put in Tennessee. As it was, she left home unsure of what to expect or what she could offer.

Lisa returned to Knoxville with deepened feelings of gratitude for her family, her job, and what she has in life. "I hugged my boys extra hard," she says.

"Those people got up and went to work every day, just like us," she says of those who were at the World Trade Center on that "still unbelievable" morning. "They had no clue of what was about to happen; it was a normal day for them, too."

Among other things, the trip brought home a poignant reminder of just how fragile and precious any normal day can be.



Inside the New York relief center

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